

## Update on Department of Health (DC Health) Operating Status during COVID-19 Emergency - As of March 30, 2020

### What is our operating status?

DC Health remains open, and we will continue to provide essential services. However, there are changes to how some services are provided.

### How does this impact what we do?

**DC Health Regulation and Licensing Administration Processing Center (HRLA)** will be available for mail services only as of Monday, March 30, 2020. If you have scheduled an appointment, a representative from HRLA will contact you to advise the next steps.

As of Monday, March 30, 2020, all HRLA related documents should be mailed to one of the lockboxes listed [here](#). Individuals may also call the Processing Center at [1 \(877\) 672-2174](tel:18776722174) to get an update on their pending applications.

**DC Health Vital Records Division (DCVRD)** will be available for the following types of services as of Monday, March 30, 2020:

- Online Certificate Orders - <https://dchealth.dc.gov/vital-records> (click the "Remote ordering service provider" section for all online ordering options)
- Phone Certificate Orders - 1-877-572-6332
- Mail Birth Certificate Orders - [https://www.vitalchek.com/Fax-Phone/DC\\_Birth\\_Application.pdf](https://www.vitalchek.com/Fax-Phone/DC_Birth_Application.pdf)
- Mail Death Certificate Orders - [https://www.vitalchek.com/Fax-Phone/DC\\_Death\\_Application.pdf](https://www.vitalchek.com/Fax-Phone/DC_Death_Application.pdf)
- Mail Certificate Amendment Orders - Email [dcvrd.legal@dc.gov](mailto:dcvrd.legal@dc.gov)
- Funeral Home Portal Orders (shipping only) - <https://funeralhome.vitalchek.com>

Please allow 2-4 weeks for processing time. Shipping times will vary based on shipping method selected by customer.

If you have scheduled an appointment, a representative from DCVRD will contact you to advise next steps. You may call 202-442-9303 to ask DCVRD related questions.

### How does this impact our physical locations?

- **DC Health** - remains open Monday - Friday from 8:15 am - 4:45 pm

### What else are we offering to meet your needs?

- DC Health has established a phone line, 202-576-1117, and email address ([coronavirus@dc.gov](mailto:coronavirus@dc.gov)) where residents can have their COVID-19 questions answered.

### What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

Our employees are taking precautions to keep themselves healthy and limit the spread of infections like regularly washing their hands, cleaning facilities more frequently, and reducing close contact with each other and residents. Employees have been asked to let their supervisor know immediately if they feel sick.

### Where should you go if you have questions?

For questions about any of the services we provide and information on any future changes, please contact us at [doh@dc.gov](mailto:doh@dc.gov). For more information, please visit [coronavirus.dc.gov](https://coronavirus.dc.gov).